

**PAN All “Unconference” 2009: Innovative processes for identifying
the state of play and priorities in ICT4D research in Asia
June 12-14, 2009, Penang, Malaysia**

**Pan Asia Networking
IDRC
October 27, 2009**

EXECUTIVE SUMMARY

Pan Asia Networking (PAN) held its third “All Partners' Conference” at the Wawasan Open University in Penang, Malaysia in June 12-14, 2009. More than 150 participants attended the conference, including leads of PAN supported projects, representatives from PAN research networks, targeted global researchers in ICTD, key regional practitioners and researchers, evaluators, donors and relevant IDRC staff.

The key objectives of the conference included: taking stock of the outcomes of PAN supported projects; providing a space for learning and networking for PAN partners; and identifying future research priorities in ICTD in Asia. This report provides an overview of the conference proceedings, key issues discussed and outcomes of the conference.

The conference adopted innovative approaches for taking stock of outcomes of PAN projects – which elicited “stories of change”. In addition, a talk-show revealed how IDRC project support provided the opportunity for three researchers to further build their capacities and contribute to policy and practice change in Asia.

Despite time limitations, the conference was able to provide a facilitating environment for networking. There was evidence of synergies for shared understanding, and creative elaboration and collaboration. The online tools of the conference significantly facilitated networking. The learning clinics, which were mostly organized by PAN partners, provided a “hands-on” guide for several aspects of project management, critical research issues including policy outcomes, and the use media tools, etc.

A crucial component of the conference was identifying future research agendas in ICT4D in Asia and beyond. The participants identified several issues as critical, including: privacy, censorship and surveillance, the role of digital activism, ICTD impact assessment as well as several thematic areas -- notably, health, education and livelihoods. Overall, the information emerging from the conference will significantly assist in the development of PAN'S external evaluation as well as its future strategic directions.

TABLE OF CONTENT

Item	Page
I. Introduction	4
II. Learning from Change Stories	8
III. Capacity Building through Learning Clinics	13
IV. Identifying Future Research Priorities	18
V. Insights on process: Participants' Evaluation of the Conference	25
VI. Main Conclusions	30
VII: Annexes	
Annex 1: Description of Change Stories	31
Annex 2: Web and Multimedia outputs	44

I. INTRODUCTION

Pan Asia Networking (PAN) is a program initiative of the Information and Communication Technologies for Development (ICT4D) division of International Development Research Centre (IDRC). PAN seeks to understand the positive and negative impacts of ICTs on people, culture, the economy, and society, so as to strengthen ICT uses that promote sustainable development on the Asian continent (http://www.idrc.ca/en/ev-4509-201-1-DO_TOPIC.html).

PAN operates through five-year programming cycles, with the current one being from 2006-2011. At the mid-point of each cycle, PAN brings together all its partners from Asia and beyond. In June 12-14, 2009, PAN held its third “All Partners' Conference” at the Wawasan Open University (<http://www.wou.edu.my/default.aspx>) in Penang, Malaysia. More than 150 participants, including leads of PAN supported projects, representatives from PAN research networks, targeted global researchers in ICTD, key regional practitioners and researchers, evaluators, donors and relevant IDRC staff attended the conference. The All Partners' conferences serve as a key evaluation and strategic activity for PAN.

Objectives and expected outcomes

The conference had four main objectives:

- Take stock of the outcomes of PAN supported projects and how they contributed to the program's growth;
- Provide a space for learning for partners by offering capacity building and skills training;
- Facilitate networking among the PAN partners and the PAN/IDRC team;
- Identify future research priorities in ICTD in Asia.

The expected outcomes of the conference include:

- Better shared understanding of the overall picture of best practices from PAN-supported projects and how the portfolio is meeting PAN's objectives as well as regional expectations;
- Learning about new research priorities in the region for input into PAN's strategic thinking for programming and into the next Corporate Strategy;
- Capacities built in specific common needs areas e.g. managing research, including administrative and financial management; communicating and influencing policy and practice with research results; facilitating networks; utilization-focused evaluation.

Summary of the proceedings

This section provides a brief summary of the proceedings and sessions at the conference. The summary is categorized on the basis of the objectives of the conference.

Taking stock:

The opportunity for showcasing results of projects as well as presenting on thematic issues was provided before the actual conference through the presentations in Second Life (<http://secondlife.com/>). Topics of presentations included: the Growing Role of ICTs for Those with Disabilities; An Overview of ISIF Together With A Demonstration Of The Online Evaluation System; What Villagers Think of iREACH (Participatory Impact Assessment); A Model For Policy Development: Aligning Global And National Agendas for e-Health;

Significance Of Intellectual Property Reform; The Consumers International IP Watch List. These presentations were “virtually” attended by many participants.

At the actual conference, rather than focusing on the standard modes of taking stock of projects through panels and PowerPoint presentations, the conference asked members of each project to come up with a *story of change* that was meant to both encompass a key outcome, but also tell a change story in a more convincing way. This process elicited a diverse set of responses. For instance, one story revolved around how PAN support helped the establishment of an e-Health association in Pakistan. Another example recounted how research evidence from LIRNEasia (<http://lirneasia.net/>), and the subsequent policy intervention, protected bottom of the pyramid users of mobile services from a regressive tax in October 2007. For some projects, it was difficult to tell a story of change for their projects as those projects had commenced recently. The summary of change stories can be found in Part II while a full description of the change stories as written by the respective project partners(s) are given in Annex 1.

In addition to documenting stories of change from projects, the conference used a “talk-show” format to interview three researchers who had had significant experience in either policy influence or changing technological practice. The three researchers were:

- Angelo Ramos (PANdora, PANACeA), who mainly discussed his own growth from a junior researcher to a key health and ICT researcher involved in several networks
- Helani Galpaya (LIRNEasia) who discussed the various policy influence achievements LIRNEasia contributed to, focussing mainly on the challenges to developing the research to policy nexus; and
- Alvin Marcelo (PANACeA), who discussed the story of how CHITs (Community Health Information Tracking System) went from being a failed attempt to create a community electronic health record to being adopted as a standard in various regions of the Philippines.

Learning

The learning component of the conference focused on the capacity building and skills training workshops- which were termed as “learning clinics”. A call for expressions of interest was sent out to all the participants to identify those who were interested in facilitating the learning clinics and the possible topics of interest. In total, 14 learning clinics were organized. All clinics were designed to be “hands on” -- participatory and interactive. The topics included gender, ICTD impact assessment, social reporting, resource mobilization, ICTD evaluation, graphic designing, communication for policy impact, power analysis in ICTD research, community based participatory research, mentorship, building capacity for ICT in rural communities, creative audio packaging, etc. PAN/IDRC staff took notes in each of the clinics. A brief outline of the learning clinics including a summary of notes is given in Section III. Some of the presentations of the learning clinics are uploaded in slideshare (<http://www.slideshare.net/>: log in: panall2009; password: panall2009)

Networking

Networking was a central objective of the conference. While there was no activity or sessions allocated only for networking purposes, the conference was designed as an “unconference” in a way to maximize interaction and exchange of views among the participants. An online platform

was also developed that significantly facilitated the networking among participants. A networking application called “Crowdvine” (CV) was used. It attracted 154 members (<http://panall.crowdvine.com/>). The application facilitated blogging, discussions about conference proceedings as well as key ICTD issues, sharing of information about other conferences, call for papers, other resources, etc.

The networking aspect of the conference unfolded in two ways. First, the conference reinforced existing research and interpersonal networks. PAN already has built-in networking in several domains such as health, education, governance, localization, etc. The conference served to reinforce these research networks as well as provided the scope to pursue new strategic collaboration among partners. Exchange of ideas across thematic areas of research was quite evident, for example a link was made between the health research that PANACEA is doing and issues relating to privacy that is being undertaken by an emerging privacy network. Furthermore, the conference provided ample opportunity for the participants to exchange their views and discuss possible future partnerships.

Second, the conference reinforced the bonds among researchers, in light of the fact that they are all part of an ICTD research community in Asia. There was a sense of unity among researchers in trying to *collectively* understand, discuss, and explore the way forward for ICTD issues and research areas. All the sessions of the conference, including the talk show, open presentation, mobile debate and the world café stimulated discussions and debate among the participants. Moreover, the debates in many issues in the CV site are also an indication of the sharing and exchanging of the views and perspectives. A large number of the participants engaged in blogging during the conference, although for documentation purposes, the conference included a designated blogger (Fredrick Noronha). The online and multimedia outputs of the conference are described in Annex 2.

Future priorities

To foster discussion and gather information about the participants’ views of priority areas for ICTD research in Asia, three events were organised on the third day of the event: first, a presentation of IDRC’s thinking about “openness”; second, the “great mobile debate”; and finally, a world café more specifically focussed on documenting future research priorities.

The World Café included three rounds of discussions that elicited the key issues emerging in the Asian region. Participants were asked about how social and economic changes in Asia are affecting projects, what the new opportunities and challenges were in the information society in Asia, and how research could help inform them. Findings revealed some key points. For example, participants felt that measuring the impact of ICT on society across social, cultural, and environmental factors is critical. Issues around privacy, censorship and surveillance emerged as critical future research areas, as well as the role of digital activism. Several thematic areas were also underscored as being critical areas of research and intervention including health, education and livelihoods.

In addition, a presentation was made by Matthew Smith (CEA) on one issue which PAN/ICT4D considers to be a central strategic direction in future research—“open ICT4D/open development”. Participants provided important insights and feedback on this issue, most notably

through the event website, which included dozens of questions and comments on the issue, which ranged from lauding the idea of openness to criticizing its ideological underpinnings and lack of clarity.

Finally, as mobile phones have been deemed as the most transformative technology for development by the likes of Jeffrey Sachs, a debate on the role of mobile phones in bringing about social and economic development was organized. More specifically, the debate focussed on the resolution that “mobile phones having the potential to be the most transformative ICT in developing countries.” Rohan Samarajiva of LIRNEasia argued for the statement while Rafal Rohozinski of Open Net Initiative (ONI, Asia) argued against the resolution. Heloise Emdon of Acacia moderated the debate. While these two leading researchers debated the issue, all the participants were given the opportunity to side with one view or the other through a spectrogram. The debate was generally evaluated by conference attendants as the preferred part of the conference, both because it was highly entertaining, but also because the points being made were crucial. Numerous professors in the audience plan to use a video-taping of the debate for their classes.

The report is structured in four parts. It starts with a review of the change stories PAN partners shared with us, mainly for the purpose of our own learning and inclusion into the PAN external evaluation. It is followed by a summary of the clinics that were on offer at the conference, which were essentially focussed on capacity building for PAN partners. The third section then focuses on describing the discussion, both online and at the conference, concerning key future research priorities in ICTD in Asia. Finally, the report ends with an overview of the participants’ evaluation of the PAN-All conference to help better understand the strengths and weaknesses of the “unconference” modality from the point of view of partners.

II. LEARNING FROM CHANGE STORIES

This section provides a brief summary of the 13 change stories as told by the respective projects partner(s). The detailed (verbatim) stories are provided in Annex 1. The stories range from internal outcome areas (such as how a positive change happens inside the project such as capacity building of project personnel) to external outcome areas (such as how the project has an impact on an external outcome such as a policy change).

- **Informatics for Rural Empowerment and Community Health (iREACH)**

The objective of iREACH is to build evidence and capacities to help inform Cambodia's ICT and telecommunications policies. To manage the project, committees made up of villagers are elected. This change story is about Vong Kannareth, a woman in her fifties, who was elected as the chair of the iReach community management committee in the Kamchaymea district. The significance of the story lies in the fact that in remote rural areas of Cambodia, people have seldom been involved democratic processes and representation of women in management/politics is rare. The iReach project gave Kannareth the confidence to learn about and participate in these democratic processes. Long Dimanche, iReach project coordinator, explains this small and somewhat unintended story of women's empowerment – “She (Ms. Kannareth) felt very excited and proud that she could work at the committee immediately after she was elected as chair...The most interesting is not that she won the election, but she lead the process of community management planning, reporting, monitoring of the plan, plus she leads meetings confidently.”

- **The Mega Mongolia Project: DREAM IT - Development Research to Empower All Mongolians through Information Communication Technology**

Despite being a very young project, DREAM-IT has already led to a greater understanding of the importance and relevance of ICTD research amongst government and civil society actors in Mongolia. The story is about engaging the relevant stakeholders in the development of DREAM-IT. The engagement was facilitated by the interaction between the project development team and dozens of government, civil society and academic actors, and helped to ensure that this community understood the importance of evidence for sound policy-making. As an example, during a meeting with Mr. Bat-Erdene, director of the monitoring and evaluation department of the Ministry of Education, Culture and Science of Mongolia, to discuss the DREAM-IT project proposal, the Ministry got quite excited about the opportunity to focus on the opportunity of measuring the impact of ICT interventions in education. Originally they had simply wanted to undertake an implementation project, however through the careful insistence of DREAM-IT staff, Mr Bat-Erdene saw the relevance and importance of building evidence as an activity.

- **Digital Review of the Asia Pacific (DirAP)**

This is a story about the meeting of the authors of the second edition of DirAP in Jakarta. The Secretary- General (SG) of ASEAN had made time to attend the meeting for an entire day. Almost every DIRAP author of the ASEAN member nations took the opportunity to speak with the SG. After the event had concluded, the SG told Claude-Yves Charron, a member of the IDRC board, that those dialogues he had had with the authors, without all the pomp and

circumstance that formal diplomatic protocols invite, was a most unexpected and interesting experience for him. For their part, the authors had the pleasure of exchanging views with a distinguished guest who was also a policy maker and their interactions with him played a key role in helping them formulate their own ideas and ultimately the content of their manuscripts. This experience of the synergy between the DirAP authors and policymakers highlights the benefits of interaction among the key stakeholders for the publication.

- **ICTs and Urban Micro-enterprises in India**

The project explores the current and potential patterns of mobile phone, PC, and Internet café use among urban micro-entrepreneurs, and their linkage with stability of growth of the enterprises in India. This story about a 46 year old entrepreneur- Tiwari, whose business's stability & growth is strongly linked to use of mobile phones. Tiwari is a migrant from Uttar Pradesh and presently running a shop in New Delhi. In 2006, he established his own sole proprietorship shop selling office stationery, printer cartridge, CDs, pen-drive and other computer peripheral items. Mobile phones are integral in the way Tiwari is running the business. Most of his orders come through mobile phones. His visits to suppliers and customers have reduced to a greater extent. According to Tiwari, he does not need to sit in the office all the time to receive or make calls. This story underlines the importance of mobile phones to the micro enterprises. In Tiwari's own words "*Fone band, dukan band!*" (Translation—When mobile phone is off, the shop is closed!).

- **Advancing Evidence-based Policymaking and Regulation in the Emerging Asia-Pacific**

A LIRNEasia intervention protected bottom of the pyramid users of mobile services from a regressive tax in October 2007. The floor amendment that resulted from the intervention reduced the tax burden on all mobile users spending less than LKR 1800 (app. USD 15.6) per month. The intervention was based on previously conducted research showing that most mobile users spent in the range of USD 4-6 per month, and that they would have been disproportionately hurt by the proposed flat tax of USD 0.40 per month. Given the extremely short time available (four working days), the success of the intervention depended on the availability of relevant data and the strategic use of multiple media channels.

- **The Gender Digital Divide in Rural Pakistan - To Measure and to Bridge It**

The objectives of this project are to measure the extent of the gender digital divide in rural areas of Pakistan, to raise awareness about the issue and to draw lessons for appropriate technology and governance conducive for improved access of women and girls to ICTs. This is a personal story of Nazima Shaheen, the Project Coordinator and how the project helped her in achieving multiple personal and professional goals. The position enhanced Nazima's decision-making skills as manifested in the decisions taken related to the sampling and field research. Nazima also obtained an increased sense of confidence by presenting to international audiences such as the Information and Knowledge Sharing Workshop on Methods for Information and Communication Technology User Research in Emerging Markets, May 11-12, 2008, organised by LIRNEasia, Negombo, Sri Lanka. Finally, supervision of other project staff including field researchers, data entry operators and translators, have improved her leadership qualities.

- **OpenNet Initiative (ONI) - Asia Digital Censorship and Surveillance in Asia**

Prita Mulyasari, a housewife and mother of two in Tangerang Jakarta, was a patient at a Hospital where a mistake was made in diagnosing her illness. The complaints about her treatment, which started as a private email, got spread out beyond her friend circle and was listed in several mailing-lists. The hospital and the doctors pressed criminal charges against her for online defamation of character under Indonesian cyber law named "Information and Electronic Transaction Law". This online defamation of character provision of cyber law was actually under judicial review but had recently been rejected by higher court of constitution on April 2009. Mrs. Mulyasari was jailed for 3 weeks without bail. One of her children required breast feeding. The case drew considerable support from people through online groups/activists e.g.- Facebook, bloggers and the mainstream media. Because of the pressures put on by both the online and offline community, Mrs Mulyasari was released from jail on June 11, 2009. This story captures the multiplicity of issues that ONI is concerned with: freedom of expression, consumer rights, cyber law, and to some extent- gender. The researchers documented the case, provided advocacy support to the community about the freedom of expression and cyber law and campaigned for safe and wise use of the Internet.

- **Information Society Innovation Fund (ISIF)**

This is a story of the long struggle to seek low cost broadband (>1Mbps) Internet access in Indonesia. It shows how international pressure and the strategic move by PAN/IDRC contributed to a positive policy change. In the early 2000s, PAN started its collaboration with Dr. Onno Purbo, a former advisor to Directorate General of Post and Telecommunication in Indonesia, who is a proponent of practical low-cost "Indonesian" way in getting low cost broadband access. With the help of PAN, Dr. Purbo participated in major conferences such as the World Summit on Information Society (WSIS), which brought the issue into the limelight. These international activities were well- reported in the Indonesian media, especially, detik.com and created a strong image that international communities are acknowledging the practical Indonesian way in getting low cost broadband access. Finally, on 5 January 2005, Hatta Rajasa the ministry of transportation signed the Ministry Act that legalized 2.4GHz in Indonesia.

- **PANeGov : Understanding Democratic eGovernance in Asia**

Here is a story of a young scholar who experienced change from the opportunity given her as part of the PANeGOV research team. She started off as an academic and was completing her Ph.D. when she was invited to write a research proposal that expanded on her previous research. This proposal was envisioned to be part of the PANeGov project for IDRC. Upon consultations with senior members of the PaneGov team, she realized that her strong academic background was just a prerequisite and could still be inadequate for a development-oriented research. She is now more convinced that theories need to be anchored on what is out there ---- real, practical and feasible. Thus, she was more determined to effect changes in her methodologies, her research design, and her paradigm.

- **PAN Localization Project (Phase II)**

This story is about the National Information Communications Technology Development Authority (NIDA) of Cambodia, which, with support from PAN, was able to improve public service, knowledge sharing and skills transfer. When NIDA started to develop localized software in 2003, most people considered it as a close minded community and were skeptical of the project motives and outcomes. However, after the launch of the Khmer Unicode keyboard, Openoffice 2.4, Thunderbird and Firefox, including a spell checker, a line break, shorting, dictionary, and numerous training and road shows, the people recognized that the project can bring benefits for many people. Many local government bodies adopted the localization software to use with all Government Administration Project, Provincial Administration Information System, Ministry of Education, NGOs, Pepy (an NGO to train the children), etc.

- **PAN Asian Collaboration for Evidence-based e-Health Adoption and Application**

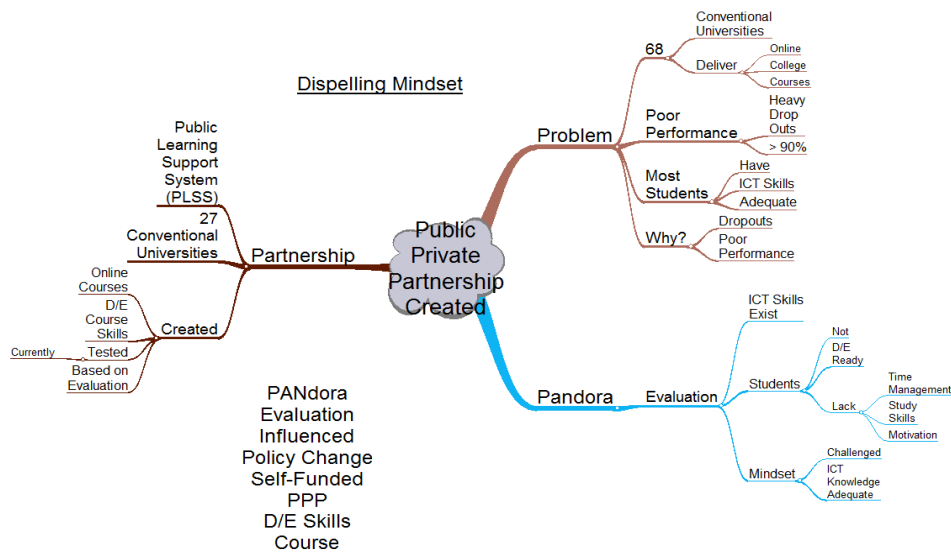
The creation of the PANACeA network was the catalyst that inspired a change in the way health researchers thought about working in partnership within a network. The experience of networking for researchers gave knowledge, understanding, and experience, within a broader regional and international context, which led to significant policy changes in Pakistan. This change has provided a voice, and a platform for ehealth to take root. “At one time, we were unwilling to work with other groups in Pakistan” says Shariq Khoja, the Network Lead for PANACeA. “But because of our experience and learnings from PANACeA it opened our minds enabling us to reach out to colleagues and be more accommodating of other views”. As a result, Shariq and several colleagues were able to establish the ehealth Association of Pakistan, as well as a national eHealth Council, both of which are moving forward the ehealth agenda within Pakistan to the benefit of the entire population. The significance of this change is powerful in that it has enabled and empowered researchers and, institutions to change their mindsets about working collaboratively.

- **Towards Detente in Media Piracy**

This story begins rather innocuously with an account of a blog called AwaraViews that discusses films. Interestingly, the blog comes out of a working class colony in Delhi where a few young practitioners from the locality have started a project that documents the intellectual history of that locality. What they have found is that there has been a revival of intellectual conversations and forum, with the emergence of low cost pirate media. In a similar project with Consumers International, the central thread running through the various stories was of the relationship between reframing and change. It was realised that half the battle in this mediated world is around the question of how certain issues are framed, and the absence of any counter narratives in the media. Thus piracy can be seen as theft, but it can also be seen as enabling greater access, and the choice of the narrative frame makes all the difference.

- **PANdora - PAN Distance and Open Resource Access**

The story is told by the figure below which depicts how the creation of distance education tools combined with the Public Learning Support System have created a public-private partnership, which eventually resulted in the formation of the research network called PANdora. PANdora seeks to address some of most pressing challenges in education facing the Asian region- namely, low enrollment and high drop-out rates and poor performance of students. Through delivering distance learning tools and methods in an efficient and sustainable way, the project expects to change the mindset about ICT based delivery of educational materials and resources.



III. Capacity Building Through Learning Clinics

This section provides an outline of the 14 learning clinics organized at the conference. A brief summary of the key issues, discussions, and take-home messages are also included.

➤ **What Part of Gender Don't You Get? – “Back to basics”**

Facilitator: Angela Kuga Thas

This clinic focused on some fundamental gender-related research questions encountered in projects such as how to make the project gender-sensitive, how to ensure how an intervention benefits both women and men; better understand how gender affects relationships of project stakeholders, etc.

The participants raised several issues in relation to the concept of gender and the practical approaches of incorporating gender in ICTD projects. These questions include: “how does one introduce gender considerations in research project methodology, without spending most of the resources on the gender part?”; “When it is legitimate to feel comfortable about not having the gender issue [as a key part of] the research question that you are analyzing?” The clinic revisited the gender concepts in relation to change theory- i.e. the domains of change (control/access, laws, policies, belief systems/values, internalized attitudes, etc.

➤ **Improving ICTD Impact Assessment -- “Expect the unexpected..”**

Facilitators: Frank Tulus, Kathleen Flynn-Dapaah, Richard Heeks and Chris Coward

The purpose of this learning clinic was to improve the understanding of what constitutes a good ICT4D impact assessment study and to deepen the knowledge and capacity of researchers working in this field. The overarching premise of this learning clinic was to answer the question, how can we apply greater “scientific rigour” and improve the standard(s) of quality for ICT4D IA studies?

This interactive clinic provided opportunities for the participants to learn from presentations and hands-on group exercises. First, the challenges to IA were discussed such as difficulty in measurement, attribution, aggregation/disaggregation, etc. While discussing the IA Framework (<http://bit.ly/SMYkp>), group exercises that asked participants to select specific frameworks and identify their strengths and limitations were conducted. Finally, the processes of the IDRC funded Impact Assessment of Public Access to ICT project (<http://www.globalimpactstudy.org/>) was outlined while engaging the participants to come up and define the hypotheses and research question.

➤ **Resource Mobilization -- “If you don't ask, no one will give”**

Facilitator: Suzanne Taylor

The expected outcome of the clinic was to have an increased awareness in financial sustainability of networks and of organizations, an overview on the principles of financial sustainability and “friend raising”; and an increased understanding of the vital role of communications and inclusion of communications planning in resource mobilization and advocacy.

The clinic underscored the need for thinking about the strategic linkages between partners' area of work and the mandate of the donor. In particular, the partners need to focus on what makes

their projects unique, special and timely. Communication with donors is also critical, especially in terms of tailoring the messaging to different types of donors. The clinic organized “role plays” which was particularly helpful in driving home the need of customizing the overall strategies of approaching diverse donors.

➤ **Social Reporting Around Events --“*Between form and substance*”**

Facilitators: Allison Hewlitt & Kevin Conway

This clinic was geared towards individuals who like hands-on practice with social media tools including blogs, wikis, twitter, shared photo and video repositories. The clinic specifically focused on defining social reporting, and the reasons for incorporating (or not) social reporting into an event and the issues that need to be considered in doing so.

Some of the participants shared their experiences of using different social reporting tools. In particular, the limitation of using these tools was discussed at length and there was a consensus that there is no one best method. It was also discussed that the more formal social reporting is made, the more resources, time, planning, and efforts will be required. The participants were asked to make a case of using social reporting to document an event i.e.- what are the benefits for organizers.

➤ **‘Use’ And ‘Outcomes’ In Evaluating ICT And Development Research Projects --
“*UFE is evaluation plus*”**

Facilitators: Ricardo Ramirez & Sarah Earl

The objective of this clinic was to demonstrate the role and implications of utilization and outcomes as the foci when evaluating ICTD research projects. The clinic also explored the potential as well as the practical challenges involved in applying these two dimensions of evaluation.

The utilization focused evaluation (UFE) asks questions about 1) intended use(s) and 2) intended user(s). UFE also entails a facilitation component to help ensure that the evaluation is used by the intended user. The participants were asked to think about key evaluation questions related to their projects that focuses on outcomes and to explain why the question is important to them and how they would use the findings.

➤ **Communication for Policy Impact -- “*Audience is the king*”**

Facilitators: Rohan Samarajiva, Nilusha Kapugama & Helani Galpaya

The clinic used an ongoing LIRNEasia research study (broadband quality of service experience or BB QOSE) as a case study to illustrate the art of developing and implementing a communication strategy.

The clinic then proceeded to apply the lessons from the cases proposed by the participant. The participants were divided into three groups and were given an exercise to come up with a communication strategy for three audiences: government, private sector and civil society. Several themes emerged as critical in understanding the processes of communication for policy impact. For instance, the participants discussed how communication strategies should be present at the very beginning of the project and adequate budget (approximately 10-15%) should be

allocated specifically for communication purposes. The discussion also highlighted the need for *identifying* and *prioritizing* the audience.

➤ **How to Work with a Graphic Designer**

Facilitator: Marek Tuszynski

This clinic provided tips and discussed best practices on working with a designer to ensure that data and information are represented in a visually appealing way.

➤ **Using Power Analysis as a Tool for ICTD Research – “*I thought you were talking about power consumption, electricity!*”**

Facilitator: Anita Gurumurthy

IT for Change (<http://www.itforchange.net/>) is working on developing tools for power analysis that can specifically be incorporated in ICTD research and project models. In the clinic, the power analysis model was presented. The analysis incorporates actors, world views, actions, outcomes and provides tools for applying these concepts.

Some of the key take away messages include: there is need to move away from looking at ICTD as always win-win situations; the interests of various actors are not fixed—they depend on the context and can even be contradictory. It is therefore important to understand the worldviews/beliefs of various actors and how interests fed by worldviews lead to particular actions.

➤ **Community Based Participatory Research (CBPR)– “*Building ownership..*”**

Facilitator: Angelo Juan Ramos

This clinic was intended for those who are doing community-based research and who you wish to involve more stakeholders in their research. The clinic tackled the issues, challenges and benefits of CBPR – building relationships, identifying and solving problems, and sharing results with communities we work with.

The facilitator and clinic participants shared the experiences and reflected on lessons learned. The participants were given an interactive mock exercise of case study of getting approval for a project proposal. This exercise recognized the issues and challenges in partnering and carrying out joint efforts. Some of key take-home messages were: CBPR is a philosophy and does not have strict methods or structure; the ability of devolve power in hierarchical institutions is critical; the bottom-to-top approach could have drawbacks- it can be cumbersome and delayed due to lack negotiating skills.

➤ **Mentorship and Capacity Building: Navigating The Mentoring Process to Strengthen Research-- “*Redefine the word mentorship*”**

Facilitators: Hammad Durrani, Chaitali & Joanna Tan Keng Ling

In recognition of the growing trend toward supporting needs-based and responsive mentorship activities within the structure of projects, this clinic was designed to share experiences of the Strengthening ICTD Research Capacity in Asia (SIRCA) grants program and the Pan Asian Collaboration for Evidence-based eHealth Adoption and Application. The clinic discussed the role of mentorship in these projects, the strategic design and processes for mentorship as well as the pressing opportunities and challenges that are faced when designing such a function.

The clinic underscored the need for having a more equal relationship between the mentor and the mentee. The relationship needs to be nurtured and there should also be a way for conflict resolution for the mentor-mentee relationship to work. Several questions were raised and discussed during the clinic: how is a mentor different from a project advisor? Is mentoring limiting because it is hierarchical? How do you know when to stop mentoring?

➤ **How Do I Formulate an Outcome When I See it?**

Facilitators: Ricardo Ramirez, Ricardo Wilson-Grau & Mary Jane Real

It is common for stakeholders in IDRC research network projects to think of results in terms of the outputs of the research they do together. Those are valuable and valid results. Nonetheless, in a PAN Asia formative evaluation last year, four PAN team members and four IDRC-supported research network leaders also evaluated the internal changes in those who participated in the research process and the changes in other social actors to which their research contributed.

This clinic provided practical exercises to explore the complexities of outcomes in research network projects. It reviewed the challenges of assessing what research network projects achieve beyond what one controls. Based on the concept pioneered by IDRC of outcomes as changes in those influenced by the research network, the concept was applied to the identification and formulation of both internal and external outcomes based on the participants' experience.

➤ **Sharing of An Evaluation's Findings: Research Influencing Policy**

Facilitator: Sarah Earl

This clinic dealt with the question: does research influence public policy and decision-making and how. It explored a framework that helps to explain three different ways research influences policy 1) expanding policy capacities, 2) broadening policy horizons, and 3) contributing to policy change. The clinic underscored the importance of having a having data or findings and appropriate communication strategies for policy-makers.

After the presentation of the framework, there was an exercise where participants were asked to draft types of policy influence outcomes according to the framework. The responses of the participants included an example of how a cost-benefit research may contribute directly to the roll out of computerization of all hospitals in Pakistan.

➤ **Blow Up The Volume! Creative Audio Packaging Of Your Message Into Radio Spots**

Facilitator: Bianca Miglioretto

This clinic included creative audio packaging of messages into radio spots, producing a creative radio spot (plug or jingle), recording the sound bites and edit them using "Audacity".

Participants immediately applied the skills by producing a radio spot during the learning clinic. The focus of this learning clinic was not so much on the technical skills, which are easy to learn, but more on the creative and effective packaging of an important message into an attractive audio spot, that can be aired on radio, incorporated into presentations, trigger discussions in face to face meetings and spice up websites.

➤ **Building Capacity for ICT In Rural Communities -- “Always ask and start from the end-user”**

Facilitator: Alvin Marcelo & Ananya Raihan

Rural settings pose unique challenges to information and communications technology. This clinic brought together practitioners and advocates of ICT for development to exchange best practices and lessons learned with their respective rural communities.

The clinic began with a “cup-game” to break the ice and remove nervousness. Several ideas about ensuring how ICTs can be introduced in a friendly, less intimidating way were discussed. Two projects (one in the Philippines and the other in Bangladesh) were used as a case study to illustrate the benefits and challenges of introducing ICTs in rural contexts. Among other things, the importance of contextualizing the projects and developing coping mechanism to deal with the new technologies was stressed.

IV. IDENTIFYING FUTURE RESEARCH PRIORITIES

One of the main objectives of the PAN All conference was to identify future research priorities in ICTD in Asia. To that end the conference provided space for stimulating debates and dialogue among the partners to identify the key trends in technologies and more generally – development issues in the region, and generate new research ideas. More specifically, the following sessions were organized:

- A World Café event to generate discussions on the ICTD in Asian context and the future research priorities;
- A discussion on “open development”
- A debate on the role of mobile phones in social and economic development

The following section summarizes the key points and issues emerging from the discussions from these sessions. Information were gathered from the following documents: the world café views by the participants, the comments from the designated note-takers at each table, the discussions on mobile debate and open development and postings from the Crowdvine website.

ICT in the broader socio-economic context and an ICTD paradigm:

ICT is embedded in the broader social context

First of all, the participants highlighted how there is a need to identify and reinforce the role of ICTs within the broader social and economic context of development. An emphasis on the broader context is particularly relevant in Asia, which is faced with a number of pressing problems like over-population, political instability, increasing insecurity, lack of access to education and health. The participants stressed that although the trends in recent economic growth in the region have been quite positive, especially in India and China, inequality had probably increased and the gap between the rich and the poor is widening.

The discussions could be articulated through two questions. First, what is the role of ICTs in addressing the bigger questions or social economic and environmental problems? Second, how do broader social, political and economic realities impact ICTD outcomes? ICTs, in this context, is conceptualized as part of a bigger “package” going beyond the technology to activities and interactions performed in specific social and cultural contexts (See Harindranath & Sein 2008; Sein & Harindranath 2004). On the one hand, the social and contextual aspects determine how ICT is conceived. On the other hand, ICTs enable positive outcomes at a societal level through knowledge dissemination and facilitating innovation (Harindranath & Sein 2008). From the above discussions, one proposition, although obvious but which was stressed by the conference participants, is that *ICT is embedded in the broader social context*. Furthermore, the ICTs are not neutral and its design and use is shaped by the interests and paradigms of the developers, users, and the context within which it is shaped.

It was also apparent from some participants` comments that many questions need to be answered in terms of an ICTD paradigm; as one group posed: “[what] is the paradigm?” Is the paradigm changing? This kind of inquiry relates to an understanding of where we stand in terms of an ICTD continuum. One group posed this question: “what is *emerging Asia*? What are we emerging from? And where are we moving to?” Another participant commented: “it’s not yet time to ask “*so what*” questions, we haven’t yet answered the “*what*” questions.” It seems from the views of some participants that there is a sense that we are still figuring out how ICTs are

being used as a developmental tool. Research should therefore focus on the impact of the current initiatives in ICTD rather than assuming *a priori* that ICT has moved to a new stage (also see the ICTD impact section below).

Another stream of thinking focused on the concept of information itself. For example, according to one commentary, “a proper science of information is yet to emerge. What is information, who owns it, who has access to it, what mechanisms should be there to control these parameters? In the evolution of ICT's, we are still at a very early stage in terms of understanding what ‘information’ is.”

In the eye of the storm: *We still don't fully understand the impact ICTs on development as many of the transformations are on-going*

The conference participants stressed the need to focus on understanding the impacts of ICTD projects. Some key questions included: what really has changed as a result of ICTs? In what areas has the impact of ICTs been minimal and why is this the case? Clearly, measuring the impact of ICTs on society across social, cultural, and environmental factors is a core area of research. The participants also shed some light on specific research approaches that may guide ICTD impact research. For example, a critical issue that was raised by some was that there is a need to identify the *change factors in ICTs* that empower communities. There was also an emphasis on researching ICTD in *rural* areas specifically, notably bottom of the pyramid (BOP) socioeconomic groups.

Participants commented that while it is claimed that ICTs are transformative, the question remains for whom and under what conditions. Therefore, there is a need for taking a *critical look* at the impact of ICTs on issues of *equity*, particularly in regards to marginalized groups such as the poor and women. More research is needed in understating if and how ICTs reduce gender related gaps, as well as the gaps between the poor and the non-poor. All these issues identified by the participants are becoming increasingly critical in Asia where ICTD programs have attained relative maturity and are more widespread. As Heeks & Molla (2009) argue-- as there is a gradual progression from ICT readiness to uptake, impact assessment becomes more difficult and costly *but also more valuable*.

The importance of investigating the negative impacts of ICTD interventions also came out in the discussions. Although ICTs facilitate different modes of collaboration and participation, this connectedness is not always inclusive of all, and moreover, it can lead to dependencies and unexpected social behaviours.

ICT policies and regulation: *enabling the environment for ICTs to be transformational*

The participants recognized that the extremely rapid rate of transformation of ICTs has created an environment where legislation and regulations tend to be slower to follow. While technological innovations grow rapidly, the surrounding legal and governance structures lag behind and are run under outdated regimes. In some cases, the discourse and terminologies around ICT4D are subject of much debate and disagreement among different stakeholders like researchers, government officials, etc. This is particularly problematic in contexts where there is lack of political will which makes debates and discussions on a common ground difficult. The participants underscored the vital role of communication in influencing policy-making.

Currently, in many countries, there is a disjuncture between researchers, policy makers, private telecom companies and advocacy groups. Focusing on this disjoint is a critical area of research.

Indeed, while ICT policies and strategies have become relatively well-accepted as part of broader policy-making initiatives in the last decade, there is debate about how to underpin these initiatives (Mansell 2008). For example, how should policy initiatives be informed by outputs of research? How should dialogue between researchers and practitioners be facilitated to ensure that all parties find such dialogue informative? The participants pointed out that discourse and dialogue are essential steps in formulating policy (See for example Kendall, Kendall and Kah 2006). Furthermore, when discourse is accessible in a free and open debate in an internationally available venue, then the discourse can serve a shaping function when the stakeholders are correctly understood and interpreted back to the community through rigorous and insightful analysis.

Sectoral applications of ICTs in health, education and livelihoods

The participants identified several thematic areas that ICTD research should focus on. Among these, three emerged as the most common -- health, education and livelihoods. The participants noted that against the backdrop of the dwindling public social service infrastructure, delivering key services through ICTs becomes critical. Across all three domains, successful business models also need to be developed in parallel with viable technological innovations, the participants stressed.

Several specific issues within these domains were also noted by the participants as being particularly important. For example, some participants noted that e-health innovations such as public health records collection and management projects need to consider privacy dimensions. While health informatics and telemedicine can yield great benefits to improving health delivery, collecting disease surveillance data, responding to outbreaks, and retaining accurate patient records, patient care and confidentiality could be compromised if privacy issues and other matters are not properly considered.

The role of ICTs in education was mentioned not just in terms of facilitating access and delivering content, but also in terms of how ICTs can influence or be influenced by pedagogical changes (See Kukulska-Hulme & Traxler 2007). In terms of livelihoods, the issue of understanding the role of different ICTs in migration (both national and international) is crucial, according to some.

ICTs facilitating or challenging political activism and conflict resolution?

It has been argued, often quite rightly, that information societies are marked by a proliferation of information sharing that facilitates political and social activism. The conference participants, however, cautioned against taking an uncritical view of such trends. For example, several participants observed that while citizen journalism, in the form of online blogs and discussions, etc., is a good way of voicing public opinion, they can also skew perception and in some instances there could simply be misinformation. One participant further commented, "The skills of ordinary citizens to vet information from the Internet are not sufficient." These issues demand closer investigation. Moreover, a few participants noted that in the contemporary context, digital technologies are being used as political tools in sometimes negative ways – i.e. popular blogs are

being intercepted and flooded with extremist positions. The use of ICT as a political tool and for influencing or controlling civil society is a critical area of research and intervention.

A new area of research identified by the participants, which is also related to the discussions above, is the role of ICTs in conflict resolution. The participants highlighted the fact that the security situation and human rights is declining around the world, but particularly in Asia where political instability has increased along with a decline in human rights and security. Some of the key questions raised in this context included: can ICT play a significant role in conflict resolution *beyond just providing the online spaces* like blogs? Can consensus emerging from cyber discussions translate to real change on the 'ground'?

The dark side of the Net: Privacy, censorship and surveillance

The participants discussed the rise of conflict/terrorism and fundamentalism in Asia which has led to (intentional and unintentional) impinged freedoms and increased censorship. Concerns about the curtailment of human rights, including freedom of speech and protection of privacy, are growing. These tensions between the role of ICTs in safeguarding privacy and at the same time compromising privacy were highlighted at the conference. The advent of new and more sophisticated technologies means that security and privacy are not mutually exclusive, i.e.- personal security may be more ensured through privacy (Privacy International 2009). Yet the “balancing act” between privacy protection and societal needs (which can take many different forms such as “national security”, “reasonable and proportionate interference”) are still prone to many different understandings and interpretations. As one participant commented with regard to the complex inter-relationship between security and openness: “... [These are] 2 sides of the same coin. The side on which the coin drops depends on the proximity to the end-user. For instance, if the end-user has the power and the capacity to define the parameters of openness and security, this can be a great opportunity; however if this power resides at the network owner level, it could be seen as a challenge or a threat.”

Moreover, the existence of constitutional provisions and laws does not necessarily mean that countries have strong protections. Therefore, there is a need for analyzing policies and laws to understand the challenges and opportunities with regard to privacy issues (also see the ‘Open development’ section).

Exploring the hypothesis of open development

The open development presentation (Smith et al 2008) evoked many interesting discussions and generated ideas for research, including a few broad research questions. For example, how much openness is desirable and at what level (organizational, societal or individual)? Some participants stressed that in addition to seeing open and closed systems in a continuum, some parameters (of what openness encompasses) need to be identified. These parameters will constitute the basis of minimal objective criteria of openness.

According to some of the participants, there is a need for contextualizing the idea of openness. This is due mainly to the diversity of social and cultural issues and differences in choice and opportunities across and within regions. As one comment suggested—“the possibility of openness depends on [the] social context.” Another participant commented, “...we need a taxonomy that would help [to] understand openness in the variety of contextual situations

involved.” The tensions between openness and privacy were highlighted in the discussion on openness, similar to the issues discussed in the section on privacy. One participant commented that “the notion that closed is necessary for security, needs to be challenged....openness does indeed, in many cases, mean higher security.” Another participant added, “The scope of abuse of openness is tremendous.”

The participants also highlighted the need for investigating the barriers to openness. For example, how do we reconcile the concept of openness with a tightly controlled intellectual property regime, e.g. TRIPS and the financial interests of multi-national companies? On the other hand, some participants commented that there is no choice other than openness. One participant remarked “...a software developer like me is open partly because of the lack of an alternative. There is no way a small Indian company would be able to defend copyrights and patents against giant multinationals, nor be able to defend itself...”

Several participants raised the issue of equity in considering the notion of openness. One participant commented, “Openness does not automatically mean equal access for everyone who wants access to ICTs or open spectrum for commercial, public and community use of Internet or radio or any other forms of communication.” A majority of the participants were convinced that a lot of emphasis should be on openness and *inclusion*. An obvious area of research therefore could focus on the question of whether more openness leads to more inclusive development, particularly for those who are disadvantaged. If so, what are the processes or mechanisms? Another question posed was related to whether openness is an outcome of ICT or a pre-condition for sustainable ICT4D interventions.

Are mobile phones the most transformational technology for development?

Mobile phones have become the most ubiquitous ICT tool in developing countries. PAN/ICT4D program have given a lot of emphasis on the how mobiles can contribute to different social and economic domains (Rashid & Elder 2009). At the conference, there was a degree of consensus amongst participants that mobiles had the potential of being the most transformative ICT tool in Asia, particularly in their role of bringing about sustainable social and economic development. The relative affordability and simplicity of mobile phones makes it very attractive as an ICT tool for development. It is believed that the social and technical innovations of mobile applications will come from the developing countries, including Asia. Research therefore should continue to focus on the mobile phone facilitated applications in health, education, livelihoods, etc.

On the other hand, the participants also recognized that an overemphasis on the technology might be counterproductive. The socio-economic benefits of mobile phones depend on the way the technology is used, by whom and under what conditions/contexts. Moreover, it was also pointed out that more research is needed to understand the mechanisms through which ownership and use of mobile phones can translate into concrete economic and social gains. In some countries, very high levels of mobile penetration have not led to any notable improvement with regard to inequality and poverty (e.g. the Philippines). The negative impact of mobile phones also needs to be investigated. Finally there is also some concern that mobiles may not be able to afford the same level of socio-economic benefit as the internet, due to the fact that it is not built on an open standard the same way the internet was. On the contrary, mobiles are “walled

gardens” that have much higher barriers to entry with respect to creating applications and content.

Conclusion: The way forward

- There appears to be some consensus among the participants that ICTD is still in an early stage of development and many issues need to be researched further before we can make definitive statements as to the role of ICTs in social and economic development. The clear emphasis on researching the impact of ICTD corroborates this position.
- The thematic areas identified by the participants are, presumably, not new. For example, health, education, livelihoods, among other issues, were highlighted by the participants. The conference thus further underscored the importance of these themes, which reflect PAN’s current research programs, as foci of ICTD research. Importantly, however, the conference highlighted the inter-connectedness of research themes/domains. Several examples of overlaps in research areas and crosscutting issues were identified such as e-Health and privacy. Research should therefore take into account these overlaps and cross-cutting issues.
- What was new at the conference was the level of ideas or approaches – or ways of thinking in terms of future priorities. For example, there was a strong emphasis on contextualizing ICTD research- i.e. - a focus on the “*local*”. This encompassed local content creation, local solutions/innovations to solve problems. One participant commented “ICTD has to be customized and crafted in Asia.” Another approach placed emphasis on *rights and equity issues*. Are human rights being diminished or improved through ICTs? How can we ensure participation of all segments of society in ICTD programs?
- Another novelty of the conference was that the participants focused a lot of attention on identifying the *social problems* faced in the Asian region and how ICTs can address these. The big question posed was-- amidst a number of pressing problems such as poverty, environmental disasters, political instability, etc. that the region is facing, what is the role of the ICTs? How can ICTs improve governance, which is a challenge in most of Asia? Is there scope for better understanding of the regulations and rules and how ICTs fit into these structures? Furthermore, there is also a need to focus on some emerging social phenomenon – such as migration, and explore the role of ICTs in such phenomena.
- Research should focus on identifying the parameters of the openness concept and investigate the complexities between openness and privacy, openness and equity, among other issues.
- Mobile phones are presumably the most transformative ICT tool and future research should continue to focus on mobile facilitated innovations in development and their positive and negative impacts.

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V: INSIGHTS ON PROCESS: PARTICIPANTS' EVALUATION OF THE CONFERENCE

Introduction

In designing the conference, PAN/IDRC chose a combination of approaches and technologies to convene and engage its partners and carry out different activities. In order to learn from and improve on these approaches as well as to evaluate their usefulness, feedback from the participants were gathered at the end of Day 3. This document provides a summary of the evaluation of the conference as provided by the participants. The summary is based on 112 evaluation forms that were filled out fully or partially.

The thing I liked MOST about the conference: *“it’s not a conventional “conference”*

Overall, the participants liked what, in their opinion, is the “the new approach” of organizing the conference that had a more dynamic and interactive structure and gave lots of voice to the participants. A comment by one participant summed up well the views of many --“innovative conference format with plenty of fun opportunities for learning, sharing, networking.” The participants felt that there was a lot of energy among the participants and all the sessions were lively.

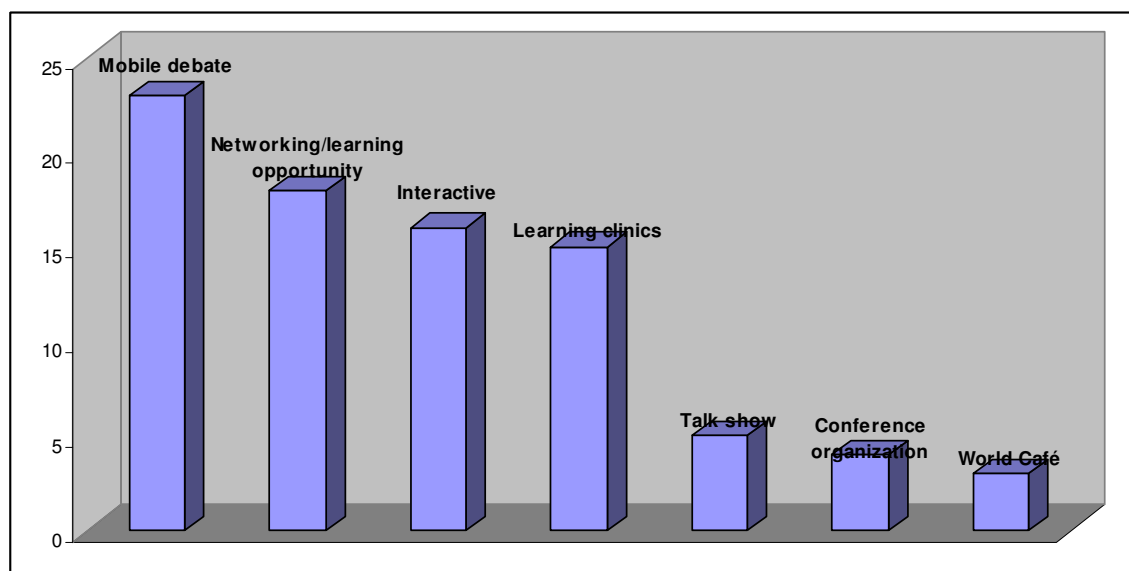


Figure 1: Responses to question- the thing I liked most about the conference

Figure 1 shows the number of responses to the question - the thing I liked most about the conference. One issue that came out strongly is that the participants particularly appreciated the interactive nature of the conference. They mentioned the various channels used to facilitate and achieve this as the key factors including the small group discussions and the Crowdvine site. Further, bringing together a diverse group of people generated a diverse range of ideas. The conference also made possible the frank exchange of ideas as there were ample opportunities for discussion. Events like the mobile debate and open ICTD stimulated healthy discussion and debate and provided key insights, according to many. The conference also provided learning opportunities, particularly through the learning clinics on various ICTD areas of interest, and

particularly learning from those who have “hands-on” experience in these areas. By and large, the participants also appreciated the fact that there were no formal presentations. One participant highlighted that the conference communicated “...the key messages through different styles instead of [the] *religion* using PowerPoint.”

The thing I liked LEAST about this conference: “Only 1 free evening!”

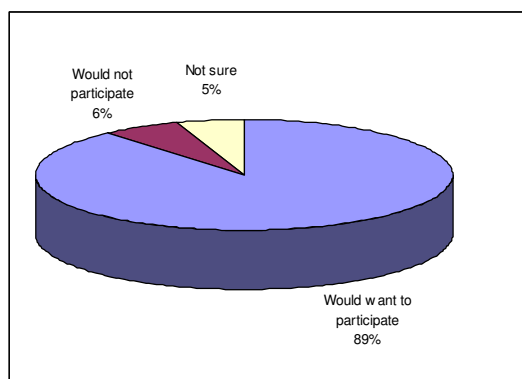
As the section above suggests, the conference was generally liked by the participants. Some areas that had some room for improvement included logistics, such as food (variety of foods available, quality of beverages, etc); slow and disruptive internet connection; noise during the learning clinics, etc. A few lamented that they were able to attend only 2 clinics and also had difficulty in knowing which clinic to go to. Some participants wished that there was more free time for sightseeing and shopping at Penang.

In terms of content, there were no overarching issues which stood out. There were some issues related to the approaches of eliciting project information from the partners. One participant commented that “personal change (as a result of PAN projects) was overemphasized while community change/economic or social impact [were] not emphasized enough.” Furthermore, it was also mentioned that not all the partners have project change stories to share at this stage. A couple of participants wanted to hear more about the PAN projects, particularly more reporting of project outcomes. One commented that the objectives of the conference were not clear.

If the conference attendees would participate in a similar conference in the future: “An overwhelming Yes”

Approximately 90% of the participants said they would participate in a similar conference in future (see Figure 2). In answering why they would do so, most participants reiterated the points that were raised in the previous section on what they liked most about the conference, which is -- an opportunity to learn and share. For example, one participant commented that the conference will help to improve project implementation because the conference allowed sharing of ideas between people having similar experiences. Another comment—“Because you learn a lot from this and have a chance to meet, [and] communicate with people from different nationalities.” There was also a sense of belonging to the PAN network of projects emerging from the participants—“because I feel as a family member of PAN and I want to learn more”.

Another issue that emerged was that the conference helped to bring out the “big picture” issues on the ICT4D in Asia, IDRC/PAN agenda, which helps to shape the projects accordingly.

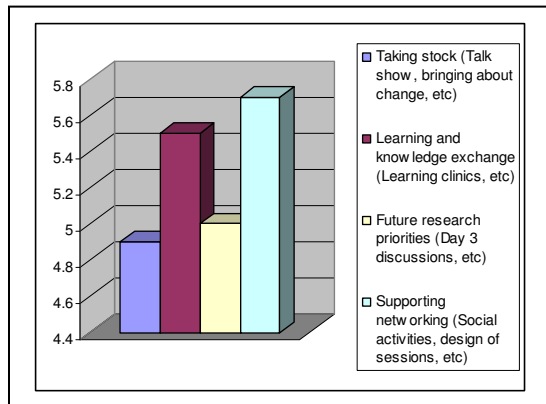


On the other hand, of the few who said they would not participate in a similar conference in future, identified the reasons such as the conference lacking a clear purpose and also an absence of focus on the nature of the research.

Figure 2: Response to if you would participate in a similar conference

Outcome areas: “All partners were engaged and participated actively—critical without being cynical!”

The participants were asked to evaluate the extent to which the conference worked towards achieving the outcomes. To measure this, the evaluation asked the participants to identify a number on a scale of 1 to 7 with 1 being poor and 7 being excellent. Below are the item-wise average responses against each of the four outcome areas of the conference.



As Figure 3 indicates, the participants feel that, in general the conference was able to achieve its target outcomes. The response for all the four outcome areas ranged between 5 to 5.7, out of the maximum 7. The goals of learning and knowledge sharing and supporting networking were thought to be more able to meet the targets, according to the participants.

Figure 3: Average responses to the extent to which the expected outcomes were achieved

The evaluation further explored the factors that contributed to or limited the achievement of the outcomes. From the evaluation, it was revealed that enthusiasm shown by all the participants (including the project partners and IDRC staff), the opportunity to discuss in small groups, and the “hands on” nature of the sessions were the most critical success factors. Furthermore, the participants felt that the conference was very well designed and planned.

In contrast, a few of the participants were less convinced that the conference was able to reach the desired objectives. A general observation was that conference had too many participants and very limited time to come up with concrete decisions. For example, one commented “...I left wondering how research priorities can emerge out of diametrically opposite viewpoints.” The diversity of the participants’ views makes it difficult to have common voices. Some felt that there was too much emphasis given to process and structure.

More specifically, for taking stock, a few participants felt that a greater focus on the results of the projects would have been more useful, in contrast to a focus on individual researchers.

What sessions you liked the most and least: “The Great Mobile Debate: It was dynamic, interesting.”

The mobile debate was easily the most liked session of the conference. The participants felt that the debate was gripping and entertaining. Furthermore, this new approach allowed for expressing opinions by taking positions. Several learning clinics were mentioned as being well planned and very helpful. Fewer participants identified items that they liked least. It is difficult to ascertain some of the specific items. For example, a few participants felt that some of the learning clinics could have done a better job. For the PAN projects that are ongoing, there was a feeling among the partners that it is very difficult to come up with change stories.

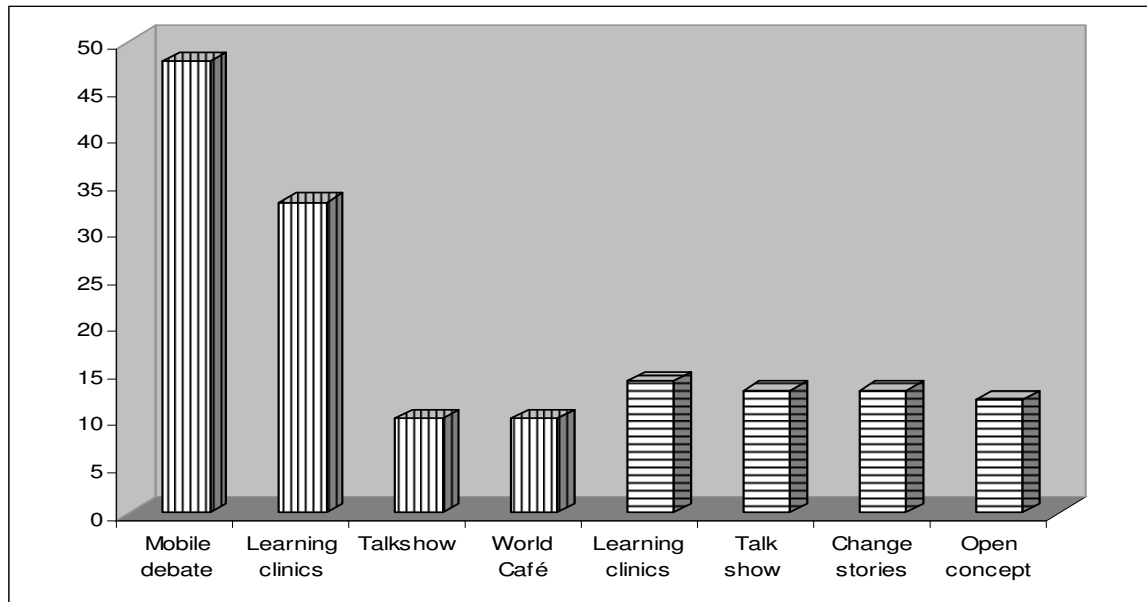


Figure 4: Top 4 responses to the question sessions liked most (vertical lines) and sessions liked least (horizontal lines)

Online activity: “I have a first life”

Second Life

Seventy-five percent of the participants did not participate in one or more pre-conference sessions in Second Life (SL). The main reasons for non-participation in SL are: busy/travelling; limited access/technical problems; time difference between regions; not familiar and do not agree with using SL. From the written responses of the participants, two broad reasons for non-participation can be identified. The first reason which is the most apparent is related to logistical issues- limited access, low bandwidth, time difference, etc. Second, there appeared to be some unwillingness among participants, albeit among only a few, who feel that the virtual spaces like SL may not be appropriate tool for conferences. One commented “My belief [is] that virtual spaces [have] limited utility for serious/deep discussions.” One or two participants seemed to have some philosophical opposition to using SL. However, it was not possible to elaborate on this issue based on available information.

Those who used SL suggested that the scheduling needs to be looked into seriously and also more training/orientation on how to use SL should be given.

Crowdvine

An overwhelming majority of the conference participant (84%) joined the online networking space Crowdvine (CV). Most participants identified the ability to network and share ideas and information as the key features of the CV. CV not only allowed people to meet online, even before the conference began, but also facilitated face-to-face meetings. It also allowed the participants to reflect on discussion topics while the conference was in progress and also afterwards. As one participant commented, “it [Crowdvine] opened up a space for spontaneous collaboration and interaction.” The fact that the site is quite user-friendly was also appreciated.

Those who did not join CV mentioned lack of time and the lack of knowledge about the site as the reasons for not joining.

Follow-up activities: “Keep in touch with new friends made here”

The participants were asked to identify the most important follow-up actions from the conference. The participants highlighted that it is important to gather and synthesize all the inputs from the participants as well as the key issues emerging in the discussions and then disseminate among the participants. Comments included: “A consolidated research development agenda, a new framework for ICTD”; “To take all input gathered and turn them into meaningful program directions/sections.” It was clear that informing the participants of the conference outcomes is particularly relevant in terms of identifying future research priorities and questions. The participants also expressed interest in continuing the dialogue and interaction among themselves and with IDRC/PAN. The CV site was identified as a suitable tool for continued dialogue and networking.

Overall experience of the conference: “Looking forward to the next one”

Rating	Number of participants*
1	--
2	1
3	4
4	7
5	31
6	39
7	18

The participants were asked to indicate their input about the overall experience of the conference on a scale of 1 to 7, with 7 being the best experience. Table 1 provides data on rating given by the participants. The responses suggest that overall the conference was well received by the participants. The overwhelming majority of the participants rated their overall experience between 5-6. The average rating was 5.6, which in percentage terms translates to 80%. These numbers are consistent with the views expressed by the participants in the previous sections of evaluation.

Table 1: Ranking of overall experience

* 8 participants did not respond

Summary of key points

On the basis of the feedback provided by the participants through the evaluation, the following conclusions can be drawn:

- For the most part, the conference was well-received by the majority of the participants, with an overall satisfaction level of 80%;
- The key to the successful organization of the conference was the enthusiastic engagement of the participants themselves. The hard work by teams from PAN/IDRC and the Wawasan Open University was also instrumental in the success;
- The participants appreciated the innovative approaches and tools which facilitated networking and sharing of ideas;
- The most liked session was the Mobile Debate;
- No issues/sessions stood out as being unpopular. Nevertheless, the participants provided some valuable feedback for improving the conference further;
- The issues and debates emerging from the conference need to be collated so that they can guide future ICTD research agendas and priorities in Asia.

VI. MAIN CONCLUSIONS

- All Partners conferences are a crucial activity for PAN. In contrast to being a stand-alone event, such conferences allow PAN to assess the impact of its research support, reinforce the existing networks and explore new areas of research and collaboration. This 3rd conference was particularly relevant in terms of timing-- it was held at a juncture when the state of ICTD research is evolving and possibly taking new turns. Therefore the conference will feed into the longer term broader objectives of PAN.
- The conference sessions and proceedings recognized the broader social and economic context within which the conference was held, including taking into account the key social and economic problems facing the region and the developing world in general, for example, the rise of political instability and insecurity and economic crisis. This helped in contextualizing the ICTD research issues and discussion against the current socioeconomic context.
- The quality of discussions on various topics was very rich and at the same time being engaging and fun. For example, the mobile debate demonstrated the dynamic way with which the participants engaged themselves and at the same time provided excellent insight and analysis on the debate.
- The conference adopted innovative approaches for taking stock of outcomes of PAN projects – which elicited both internal and external stories of change. The “talk-show” revealed how the project support provided the opportunity for three researchers to further build their capacities and contribute to ICTD research in Asia.
- Despite time limitations, the conference was able to provide a facilitating environment for networking. In fact, possibly the greatest impact of the conference was in building of synergies for shared understanding, and more creative elaboration and collaboration. This was manifested in both shared exchange of ideas and information and the participants having a feeling of being part of the community of practice in ICTD research. The online tools of the conference significantly facilitated networking. The learning clinics, which were mostly organized by PAN partners, provided “hands-on” guide for different aspects of project management, several critical research issues including policy outcomes, using media tools, etc.
- A crucial component of the conference was identifying future research agendas in ICT4D in Asia and beyond. The participants identified several issues as critical, including: privacy, censorship and surveillance, role of digital activism, ICTD impact assessment as well as several thematic areas -- notably, health, education and livelihoods.
- Overall, the conference was well-received by the participants. The participants commented that the conference allowed for enthusiastic engagement of the participants and they appreciated the innovative approaches and tools which facilitated networking and sharing of ideas. While measuring the outcome of conference is a difficult proposition as there is no set mechanisms to track influences over time, the key outputs of emerging from the conference (such as the future research priorities) will clearly help a great deal in shaping the future strategic directions of PAN.

VII. ANNEXES

ANNEX 1: CHANGE STORIES (Verbatim)

1. Informatics for Rural Empowerment and Community Health (iREACH) (Project #103013)

Title: HOW VONG KANNARETH WON, A STORY OF EMPOWERMENT FROM CAMBODIA

Vong Kannareth, in her fifties, started as a reluctant entrant to the race. Today she is the elected chair of the iReach community management committee, in Kamchaymea district in the south eastern area of Cambodia, a region of paddy fields some 140 kilometres from Phnom Penh. Her story begins when she was convinced, although somewhat reluctantly, into contesting the interim committee elections held in 2006.

iReach is a project supported by the IDRC and working in Cambodia, a South East Asian country with a population of over 14 million. It aims to build collaboration -- between key actors from government, NGOs, academia and business -- to mainstream universal access to ICTs, or information and communication technologies.

Under the system of managing iReach projects, committees have to be elected. iReach makes sure that it is run by elected committees made up of villagers, and representatives of other NGOs. To ensure a gender balance, steps are taken. Initially, there were nine hubs, with three seats going up for election in each hub, making for 27 seats. Women are encouraged to contest. Out of the three seats at the hubs, at least one is expected to be a woman.

Out of the 27 seats, 12 went to women, and 15 went to men. At the three communes in all, there are 12 candidates. When the results were out, there were six men and six women elected for all the three communes. Vong Kannareth was one of them. She still is very proud of the results of the elections, and has a sense of being needed by the community, and would like to help the community which elected her. But that's not all. When there was an election for a chairperson among the 12 (plus the iReach representative), Kannareth was the surprise winner. The significance of all of this lies in the fact that in remote rural areas like this, people have seldom seen the process of a democratic election. In official elections, there rarely much villager participation in the whole process -- apart from voting.

In this case, the process is transparent and seen closely by the villagers. Candidates make a five-minute presentation to those who would vote for them. Since some villagers are illiterate, the candidates take on symbols of animals or objects to make it easier for them.

Initially, iReach is introduced to villagers, and Kannareth says she grew confident on learning what the process was about. "She felt very excited and proud that she could work at the committee immediately after she was elected as chair," says Long Dimanche, iReach project coordinator, who explains this small, maybe accidental but not unintended and significant story of women's empowerment through a project in the Cambodian countryside.

"The most interesting is not that she won the election, but she lead the process of community management planning, reporting, monitoring of the plan, plus she leads meetings confidentially. Initially she was provided assistance by project coordinator, but later on she felt confident to do it herself," says Sarun In, research manager of iReach. She's now confident enough to develop content and also took part in a drama, and was narrator in a live talk-show, put out on the iReach system -- linking the network and nine hubs.

The general objective of the project is to build evidence and capacities to help inform Cambodia's ICT and telecommunications policies. In so doing, it will enable key ICT institutions and actors from government, NGOs, academia and private business in Cambodia to design and pilot a multi-faceted strategy that comprises different ICT technologies, need-based service development, local institution-building and community governance, with a view to formulating and recommending a universal access component for the Government of Cambodia to mainstream into national ICT policy.

Among other things, iReach aims to establish and nurture two pilot e-communities, one in the rural locality of KrongKep Municipality and the other at Kamchay Mear. In the long run, it aims to influence ICT policy in Cambodia, and specifically to mainstream a multi-dimensional approach to universal access policy.

MORE DETAILS FROM:

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2. The Mega Mongolia Project: DREAM IT - Development Research to Empower All Mongolians through Information Communication Technology (Project #104919)

1. Description - The Change Story	
<p>This section provides an outline of the change story.</p> <p>It should include the following:</p> <ul style="list-style-type: none"> i) who was involved, what happened, where and when ii) any challenges that were overcome iii) what evidence (documentation, testimonials etc.) supports the change 	<p>Despite being a very young project, DREAM-IT has already led to a greater understanding of the importance and relevance of research amongst government and civil society actors in Mongolia. In order to help build an information society in Mongolia there is a need for enabling policies, which can only come about if actors understand the importance of evidence to informing policy. The development of DREAM-IT, which was facilitated by the interaction of the project development team and dozens of government, civil society and academic actors, helped ensure that the contributed to ensuring that this community understood the importance of evidence to sound policy making.</p> <p>The project has also already begun to help build the research capacity of Mongolian researchers and practitioners.</p>

Provide enough detail that it could be understood by someone unfamiliar with the project.	<p>A specific example of research capacity building was that following the organization of the Social science methods training for DREAM sub-project team members and new potential projects the researchers revised and improved their research design.</p> <p>Moreover, during a meeting with Mr. Bat-Erdene, director of Monitoring and evaluation department of Ministry of Education, Culture and Science of Mongolia on their proposal to DREAM-IT project, the Ministry got quite excited about the opportunity to focus on the opportunity of measuring the impact of ICT interventions in education.</p>
2. Why was this change chosen?	
This section outlines what makes this story significant. It would include why this change is significant to social development in the information society in Asia.	Although Mongolia has been home to numerous ICT projects, the impact of these interventions on addressing key social problems in Mongolia, such as the lack of educational and health service delivery in rural areas; greater transparency of government institutions and the development of new employment skills. Much of that was due to lack of awareness of, and skills in, research and that research matters in building information society of Mongolia.
3. Contributors and contacts	
Who contributed to the development of the change story?	L. Ariunaa, S. Enkhjargal, B. Burmaa B. Batpurev
Who could be contacted to elaborate on the story?	L. Ariunaa, S. Enkhjargal, B. Burmaa B. Batpurev
4. Heading	
Give your change story a headline, summarising it in a few words	Why is Information Society research sexy?

3. Digital Review of the Asia Pacific (DIRAP) (Project #102909)

Title: The Secretary-General and I: Close Encounters of the DirAP Kind

1. Audience: dirAP authors, IDRC peers

2. Outline of the story: This is a story about the meeting of the authors of the second edition of DirAP in Jakarta. The Secretary- General of ASEAN had made time to attend the meeting for an entire day. Almost every author of the ASEAN member nations took the opportunity to speak with the SG when he spent the day at the meeting. After the event had concluded, the SG told Claude-Yves that those dialogues he had had with the authors, without all the pomp and circumstance that formal diplomatic protocols invite, was a most unexpected and interesting experience for him. For their part, the authors had the pleasure of exchanging views with a distinguished guest who was also a policy maker and their interactions with him played a key role in helping them formulate their own ideas and ultimately the content of their manuscripts. In the end, it was a synergy of two stakeholders of DirAP who had large power distance between them. This experience highlights the benefits of interaction among authors and policymakers, two key stakeholders for the publication.

4. ICTs and Urban Micro-enterprises: Identifying and Maximizing Opportunities for Economic Development (Project # 104170)

Title: Fone Band, Dukan Band! (Mobile Phone Close, Shop Close!)

This change story emerges out of a PAN-supported project on ICTs and urban micro-enterprises (http://www.idrc.ca/panasia/ev-126798-201-1-DO_TOPIC.htm). The project explores the current and potential patterns of mobile phone, PC, and Internet café use among urban micro-entrepreneurs, and their linkage with stability of growth of the enterprises, in addition to understanding how women are benefiting. The project is presently in data collection stage, survey with 600 enterprises in Mumbai city. Survey tool was developed using in-depth interviews with micro entrepreneurs. Following story is one of them.

This story about one entrepreneur, Tiwari whose business's stability & growth is strongly linked to use of mobile phones.

Tiwari is 46 years old and has completed a B.Sc. Degree, and has certificate in motor mechanics. He is a migrant from Uttar Pradesh and presently running a shop in New Delhi. In 2006, he established his own sole proprietorship shop, named Tiwari Enterprise with one male employee, selling office stationery, printer cartridge, CDs, pen-drive and other computer periphery items. He files income tax returns, even though the shop is not registered. Last year he paid around Rs. 2800 (~USD 58) as tax. He has a hired accountant who does the paper work for filing the IT return. Tiwari gives the bill books, sales bills, purchase bills and the bank statement half yearly or yearly to the accountant.

Before starting his business, Tiwari was an assistant in a similar business. The transition from assistant to entrepreneur has been significantly enabled by use of the mobile phones. Tiwari uses two mobile phones in running the business. One mobile he keeps at the shop, and the other one he carries, when he goes out of the shop. Both the phones are basic models (Rs. 1500-2000; USD

32 - 41), black and white screen. One hand set is a Samsung and the other one is Motorola. Both the phones use a local telecom services, TATA. One phone is pre-paid and other is post-paid connection to keep the cost minimum, as from TATA to TATA calling is free. He uses mobile only for calling and receiving the phone calls. He does not ever see the messages received and has never sent any. He tells his customers, Bhai (elder brother), tell it now in the phone, why messages?

When compared to the mobile phones, the computer is less preferred by Tiwari. Tiwari has a computer at home. His son uses a computer to do typing or play games. Home computer is not connected to the internet. He does not use the computer for business purpose. He says, “Actually, if we start using computers, then there will be problems with tax officials. In computers, you need to keep the inventory properly.” Most of his customers buy something and ask bill in some other name. If there is computer, inventory of paper bundles (example) should match with the bills. This is not really possible. Or he needs to keep two computers with double entry. It will take long time everyday to do this work. It is easier to manipulate the bills manually.

Why was this change chosen?

Micro enterprises are major source of income and employment generation in both developed and developing countries. This story underlines the importance of mobile phones to the micro enterprises. Tiwari’s business is very much dependent on phone. To use his words in Hindi, ‘Fone band, dukan band!’ (Mobile Phone Close, Shop Close!). Most of his orders come through mobile phones. His visits to suppliers and customers have reduced to a greater extent. According to him he does not need to sit in the office all the time to receive or make calls.

Contributions & Contacts

P. Vigneswara Ilavarasan, Jack Qiu, Maria Ng, & Renald Lafond

Contact: vignesh@hss.iitd.ac.in

5. Advancing Evidence-based Policymaking and Regulation in the Emerging Asia-Pacific to Ensure Greater Participation in ICTs (LIRNEasia) Phase II (Project #104918)

Title: Rolling back a regressive tax on mobiles in Sri-lanka

A LIRNEasia intervention protected Bottom of the Pyramid users of mobile services from a regressive tax in Oct 2007. The floor amendment that resulted from the intervention reduced the tax burden on all mobile users spending less than LKR 1800 (app. USD 15.6) per month. The intervention was based on previously conducted research showing that most mobile users spent in the range of USD 4-6 per month, and that they would have been disproportionately hurt by the proposed flat tax of USD 0.4 per month. Given the extremely short time available (four working days), the success of the intervention depended on the availability of relevant data and the strategic use of multiple media channels.

6. The Gender Digital Divide in Rural Pakistan - To Measure and to Bridge It (Project # 104390)

Title Nazima’s change story

Nazima Shaheen, Project Coordinator “The gender digital divide in rural Pakistan – to measure and to bridge it” for the Sustainable Development Policy Institute (SDPI)

Background

- Nazima becomes project coordinator in a research project on “The gender digital divide in rural Pakistan – to measure and to bridge it” due to shift of project team leader, Dr. Karin Astrid Siegmann from Pakistan to The Hague.
- The objectives of this project are to measure the extent of gender digital divide in rural areas of Pakistan, to raise awareness about the issue and to draw lessons for appropriate technology and governance conducive for improved access of women and girls to ICTs. After the shift, mostly we relied on the ICT tools including email, phone etc. for communication.

Changes

- New position contributes to Nazima’s skills in **decision-making power**. For example in the decisions related to the field research because there were lots of difficulties in implementation of field research.
- In sampling, per district we included one village covered by mobile phone networks and one that was uncovered. This sampling strategy caused lots of problems, as no sampling frame was readily available.
- The information provided by the main IT service provider in Muzzafargarh district (Southern Punjab) prove to be incorrect due to national elections: Another service provider had broadened coverage to previously uncovered villages. Upon arrival in the field the team realized that the previously provided information was wrong. The solution I found in a very short period of time contacting many more providers, making use of all available social networks within SDPI and triangulating information. Within two days, the new villages were suggested. Similarly, there were many other such difficulties, faced during the operationalisation of field research.
- Presenting to international audiences has built **confidence** (Information and Knowledge Sharing Workshop on Methods for Information and Communication Technology User Research in Emerging Markets, May 11-12, 2008, organised by LIRNEasia, Negombo, Sri Lanka and PAN All Partners 2009 Conference, Penang, Malaysia).
- Supervision of other project staff including field researchers, data entry operators and translators have improved my **leadership qualities**.
- Besides these achievements, I also managed to get the driving license this year that has Increased my mobility- otherwise it is difficult for a young woman in a Pakistani village (Seri Seral) where female mobility is restricted. Majority of male population of the area, think this is not good for a female to have a car to go wherever they want. But on the other hand, some women in contrast would see me as role models.

7. OpenNet Initiative (ONI) - Asia Digital Censorship and Surveillance in Asia (Project # 104332)

Story one

Title: Nursing mother Jailed for Sending email

STORY CONTEXT:

Prita Mulyasari is a Tangerang Jakarta housewife and mother of two who was a patient at Omni International Hospital for an illness that was misdiagnosed eventually as mumps. Her complaints about her treatment which started as a private email were got spread out beyond her friends and listed at some mailing-lists.

Then she was charged criminally by the hospital and the doctors for online defamation of character under Indonesian cyber law named "Information and Electronic Transaction Law", following her losing a civil defamation suit taken by the hospital.

The woman is jailed for 3 weeks without bail. She is a mother of two, one of whom required breast feeding. This online defamation character provision of cyber law actually was being judicial reviewed but recently rejected by higher court of constitution on April 2009.

Support from "people power" through groups/causes on Facebook, bloggers and mainstream medias attracted considerable support. Because of the pressures by community online and offline, on the 11th June 2009 Prita released from the jail but still forbidden to leave the town by the law because the trial court still on progress.

WHY CHOSEN:

Because of its multiplicity: freedom of expression, consumer rights, cyberlaw, more or less about gender issues, etc.

RESEARCHER (ICT Watch) ROLES:

- documenting the case
- advocacy support to the community about the freedom of expression and cyberlaw
- campaign on using internet safely and wisely (Internet Sehat)

RESEARCH CHANGES:

- change activity from only doing research to doing advocacy
- change research subject from only "censorship and surveillance" to "online freedom of expression" (foe)
- change research conduct from only mapping and testing technical aspect of "censorship and surveillance" to analyze and synthesize the legal (regulation) aspect of online foe

CONTRIBUTORS:

- Donny B.U. (ICT Watch) for ONI-Asia Research

[picture below: Prita Mulyasari and Her Children]



8. Information Society Innovation Fund (ISIF) (Project # 104496)

Title: People's Power on the Liberation of 2.4GHz band

Onno Purbo

THE CONTEXT

This is a more than one and a half decade of struggle to seek of low cost broadband (>1Mbps) Internet access in Indonesia starting 1993. Low cost broadband Internet access is everyone's dream. Furthermore, free telephony access is the next dream.

In the past before the year 2000:

- + 64Kbps leased line via chopper cable priced at US\$400 / month.
- Frequency license for 2.4GHz was US\$2000 / year / link
- + Internet was popular as it was introduced to public in 1995
- .
- + But not many people knows how build the low cost broadband Internet access

Thus, there are two (2) main problems

- + Wireless network would be a logical alternative. Unfortunately, frequency license was too expensive.
- + Spreading the knowhow on how to build low cost broadband Internet access. The awareness processes must be low cost as not many willing to fund such process.

The final objectives

- + Unlicensed wireless infrastructure.
- + Self-finance by the communities as we cannot rely on the government / public infrastructure.

EARLY ATTEMPTS

In the early days, 1993-1998 several attempts for low cost Internet access was tried, such as, Starting early 1992, use packet radio network in 150MHz at 1200bps without frequency license. It connected a couple of dozen educational institutions. It created a hundred of early TCP/IP techies in Indonesia.

- + Around 1996, Institute of Technology in Bandung (ITB) was getting VSAT connection via JCSAT & WIDE Project in Japan at 1.5Mbps. It was the highest speed Internet in Indonesia at that time. It pushed the need for high speed local access.

- + 1996-1998, Karlbridge from the US running at 2Mbps using 915MHz was illegally deployed. Several big universities is connected. BTW, 915MHz is the cellular frequency in Indonesia.

In 1998. Several attempt for seizing the Karlbridge equipment was done by the military / national force. Onno W. Purbo the man behind all the trouble was called by the Directorate General Post & Telecommunication. Jail was fairly close to Onno W. Purbo. Finally, we agreed on moving to different frequency band.

CHANGE OF FIGHTING STRATEGIES.

- + Around 1998, we moved the broadband links to 2.4GHz. Using early Karlbridge equipment running at 2Mbps cost US\$1000 / karlbridge. Again, without any license as it cost US\$2000 / link / year.

- + Starting around 1998, with Computer Network Research Group at ITB, write books, articles on how to build low cost broadband Internet access. A lot of invitations to gave demo, workshops, etc. since then sponsored by many vendor such as Corexindo, Planet Indonesia and work closely with Michael Sunggiardi in organizing wireless roadshow to many cities.

- + The fish eat the bait! People invest their own money on the infrastructure as they see the benefit and see how easy it is in putting the infrastructure to work.

- + The Technology is no longer confined in education and research environment. It loose into the wild! Lots early cybercafes, ISP, corporate network in Indonesia was adopting the low cost broadband Wireless access at 2.4GHz.

THE WAR: PEOPLE vs. POWER.

- + As lots of people starting to illegally use the 2.4GHz. In 1999, a significant number of sweeping by police for illegal 2.4GHz was apparent. Many people decide to bribe (many have to do monthly bribe) to the police rather than loosing their equipments. The infrastructure becomes a money generating source for the Indonesian police :(...

- + In 2000, Onno W. Purbo was the advisor to Directorate General of Post and Telecommunication, submit a letter to quit and will never put a step into the DG Office until the problem resolved. It creates a problem for the DG as they have to face the communities outside their office which as very dangerous.

- + More workshops, seminars, media articles etc. were done at a rate of 2-3 seminars / workshops / week.

- + At that time millions of Indonesian depends their access on 2.4GHz.

INTERNATIONAL PRESSURE: THE STRATEGIC MOVE BY IDRC

- + In 2003, the first World Summit on Information Society (WSIS), IDRC and CERN inviting Onno W. Purbo to participate and give talk at WSIS.
- + In 2003-2005, a significant number of invitation funded by IDRC to Onno W. Purbo to give workshop & talk in South Africa, Harvard, Bhutan, Canada, Malaysia, Cambodia, Laos etc.
- + In 2005, the second WSIS, IDRC again invite Onno W. Purbo into the International lights.
- + All international activities well report in the Indonesian media, especially, detik.com the Indonesian main on-line media. It creates a strong image that “International communities are acknowledging the practical Indonesian way in getting low cost broadband access”. It consequently creates a huge pressure in the Indonesian public towards the Indonesian government.

FINALLY

By the end of 2004, the pressure within the country especially with the help by IDRC and international communities becoming too high.

Finally, 5 January 2005, Hatta Rajasa the ministry of transportation signed the Ministry Act that liberating 2.4GHz in Indonesia.

THE WORLD AFTER

We currently see,

- + 2000-3000 installation of outdoor WiFi equipments per month.
- Several companies in Indonesia is now making 2.4GHz antenna and equipments.
- + It becoming one of the main infrastructure for connecting more than 15.000 Indonesian schools to the Internet.
- Many invention in appropriate & low cost wireless technology, such as, bazooka antenna, wokbolic, flat antenna and many others. Innovation is flourishing.
- + Now, Indonesian feels confidence to developed their own WiMAX technology and infrastructure as the demand for wireless network is hight.

In short, the economy is good. The technology and innovation is flourishing. It is all very much demand driven.

The next decade episode will on the struggle to liberate telephony infrastructure as VoIP Rakyat the largest Indonesian VoIP free Softswitch is funded by Information Society Innovation Fund (ISIF). It currently increases the capacity of VoIP Rakyat <http://www.voiprakyat.or.id> to Xeon 18 core and the main Indonesian ENUM Server at <http://www.e164.or.id>. Feel free to download the softswitch from <http://www.briker.org>.

9. PANeGov : Understanding Democratic eGovernance in Asia (Project #104935)

Title: [Into the Second Life: The Education of a Young Scholar](#)

Here is a story of a young scholar who experienced change from the opportunity given her as part of the PAN EGOV Research Team.

She started off as a pure academic. She was completing her Ph.D. when she was invited to write a research proposal that expanded on her previous research. This proposal was envisioned to be part of the Pan eGov Project for IDRC.

Upon consultations with senior members of the Pan eGov team, she realized that her strong academic background was just a prerequisite and could still be inadequate for a development-oriented research.

She is now more convinced that theories need to be anchored on what is out there ---- real, practical and feasible. Thus, she was more determined to effect changes in her methodologies, her research design, her paradigm.

10. PAN Localization (Phase II) (Project # 103669)

Title: ICT for All “Local People” NiDA

- i. Local Government, School, Internet Café, All stakeholders, 2005-2009 onwards, in 24 provinces/city in Cambodia. we train about 20,000 users, 550 trainer and 55 master trainer
- ii. Vendor did not support our local language, Unicode and keyboard, Disagreements on ICT Terminology by user group, Budgeting, user didn't trust localization and OSS from beginning. But they now understand with full support from 2006 that our group is really making things happen,
- iii. Media reports (Cambodia Daily Newspaper, TVK, TV Bayon)

When we start to develop localized software in 2003, most people think we are a close minded community and were skeptical of the project motives and outcomes, but after we launch Khmer Unicode keyboard, Openoffice 2.0 now 2.4, Thunderbird and Firefox, including spell checker, line break, shorting, dictionary, we also conduct lots of training and road show, now they recognize that the project can bring benefits for many people.

Many local government bodies adopt the localization software to use with all Government Administration Project, Provincial Administration Information System, Ministry of Education, NGOs, Pepy (NGO to train the children), etc

Improve the public service, and knowledge sharing and skill transfer. **Remove fear, barrier and culture of scaring ICT because of most content are in foreign languages, but now most of application and content are in Local Language (in Khmer Language)**

Noy Shoung
noyshoung@gmail or
noy_shoung@nida.gov.kh

11. PAN Asian Collaboration for Evidence-based e-Health Adoption and Application (PANACeA) (Project #104161)

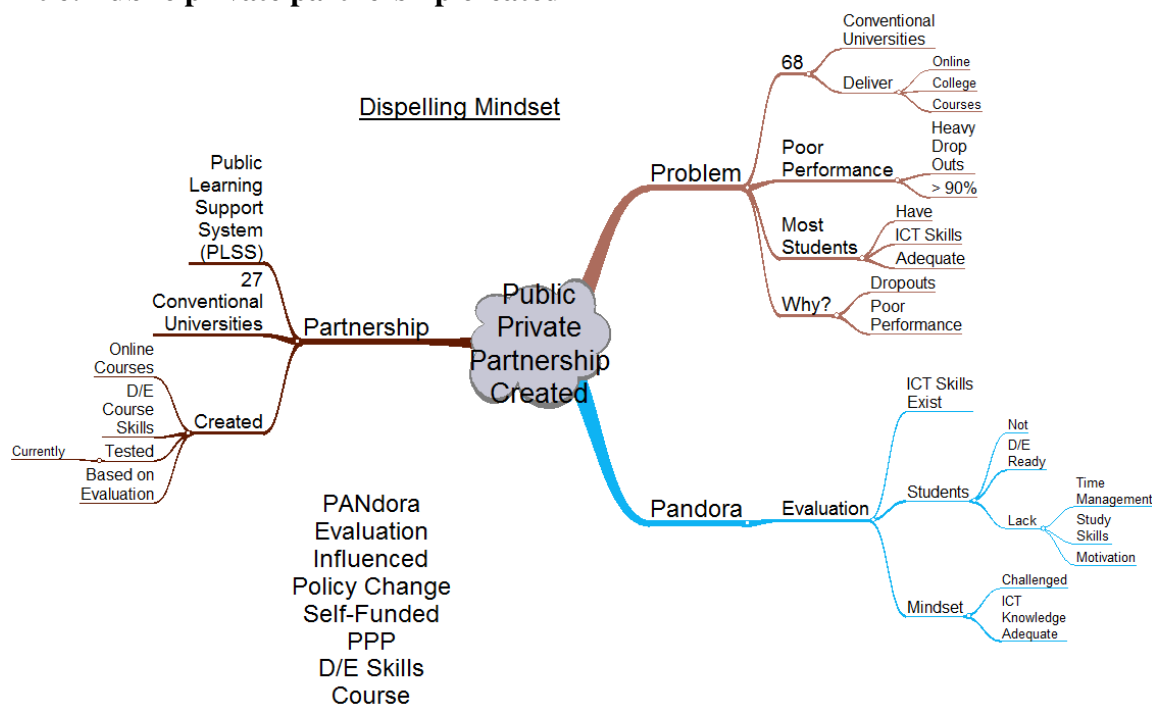
It all started with a spark. The creation of the PANACeA Network was the catalyst that inspired a change in the way health researchers thought about working in partnership within a network. The experience of networking for researchers gave knowledge, understanding, and experience, within a broader regional and international context, which led to significant policy change in Pakistan. This change has provided a voice, and a platform for ehealth to take root.

“At one time, we were unwilling to work with other groups in Pakistan” says Shariq Khoja, Network Lead for PANACeA, an IDRC funded Asian network for ehealth. “But because of our experience and learnings from PANACeA it opened our minds enabling us to reach out to colleagues and be more accommodating of other views”. As a result Shariq and several colleagues were able to establish the eHealth Association of Pakistan, as well as a national eHealth Council, both of which are moving forward the ehealth agenda within Pakistan to the benefit of the entire population.

The significance of this change is powerful in that it has enabled and empowered researchers and, institutions to change their mindsets about working collaboratively. This unique outcome can lead to broader changes in other social areas in any country.

12. PANDora - PAN Distance and Open Resource Access (Project #102791)

Title: Public private partnership created



13. Towards Detente in Media Piracy (Project #104333)

Title: [Change through reframing](#)

Our story begins rather innocuously with an account of a blog, AwaraViews, which is a blog that discusses a range of films from high art to popular ones. So you have Bladerunner meeting a hindi blockbuster. There would be nothing unusual about this except for the fact that this blog comes out of a working class colony in Delhi. A few young practitioners from the locality have started a project that documents the intellectual history of the locality, and what they have found is that there has been a revival of intellectual conversations and forum, with the emergence of low cost pirate media. They watch pirated DVDs on pirated players etc.

Thus far, the only account of piracy has been that of global corporate media, namely an account of criminality and illegality. So what does a story of a blog have to do with change then?

In our group, the central thread running through the various stories was of the relationship between reframing and change. In our experiences, we realised that half the battle in this mediated world is around the question of how certain issues are framed, and the absence of any counter narratives in the media. Thus piracy can be seen as theft, but it can also be seen as enabling greater access, and the choice of the narrative frame makes all the difference.

Consumers International for instance has experienced the shift in recent times where copyright has become a consumer rights issue in a way that it never was, and by making a consumer issue, there has been a shift in the language that they used to use such as counterfeit, fake etc. - along with a consequential shifting of campaign priorities.

Privacy International spoke of the battle to bring back issues of personal freedom and liberty into debates on privacy, an area which had been lost post 9/11. The language of privacy has gone on to inform other debates, including the recent striking down of the three strikes law in France.

International Open Source Network promoted by UNDP/APDIP and IDRC spoke about efforts to prevent the capture of the term "open standards" by proprietary software lobby. During the production of the open standards primer, proprietary software lobbyists put pressure on UNDP to change the definition to include patent encumbered standards. But thanks to support from the Free/Open Source Software community, IOSN was able to push back and ensure that its research findings were not diluted/misrepresented.

Annex 2: ONLINE AND MULTI-MEDIA OUTPUTS

Conference website

<http://panall.crowdvine.com/>

Press release

http://www.idrc.ca/en/ev-141936-201-1-DO_TOPIC.html

Media statement by Richard Fuchs

www.idrc.org.sg/.../12460090631Rich_Fuchs_Media_Statement.pdf

Prof Weiyu Zhang- Day 3 Proceedings

http://ceasia.blogspot.com/2009_06_01_archive.html

Fedrick Noronha: websites, blogs, news items, etc

<http://fredericknoronha.wordpress.com/>

<http://in.news.yahoo.com/43/20090619/870/ttc-the-cellphone-goes-to-asian-classroo.html>

<http://in.news.yahoo.com/43/20090621/860/ttc-what-s-cooking-on-wok-an-internet-bo.html>

LIRNEasia – Rohan Samarajiva

http://www.youtube.com/watch?v=OaWUAG0SQ18&feature=channel_page

The Mobile Debate

<http://www.youtube.com/watch?v=KQ3Xfkzr6YY>

<http://www.youtube.com/watch?v=EIPFKrcoma4&feature=related>

http://www.youtube.com/watch?v=xaXjXm0k_5M&feature=related

Pan Localization

http://www.youtube.com/watch?v=4_JJ4IY29Sw&feature=channel_page

DIRAP

http://www.youtube.com/watch?v=TitUz1gg05s&feature=channel_page

Onno Purbo

http://www.youtube.com/watch?v=Rof_dxJSSEM&feature=channel_page

http://www.youtube.com/watch?v=b_7c_XDmySw&feature=channel_page

Suchit Nanda: Photos and videos

http://photos.suchit.in/gallery/8494850_4KL9h#563268171_Ta2zD

Other photos

<http://www.flickr.com/photos/lirneasia/sets/72157620394470915/>

Media Coverage

- *Sin Chew* (June 14, 2009): “Richard Fuchs Malaysia’s rate of growth in mobile telephony and internet usage among the fastest in middle income countries”.
- *Kwong Wah* (June 14, 2009): “Mobile telephone and internet users increasing- market prospect is good”
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